

Job Title:	<b>Desk Officer</b>
Job Description Number:	<b>1004</b>
Department/Division:	<b>Police</b>
Exemption Status:	<b>Nonexempt</b>
Pay Grade:	<b>P3.1</b>
Immediate Supervisor:	<b>Police Sergeant</b>
Normal Work Schedule:	<b>Varies</b>

**Brief Description of the Job:**

Receive incoming calls from members of the community and greet visitors to the Law Enforcement Center. Respond to requests for information and assistance with civil, legal, and crime-related issues. Direct members of the public to the appropriate resources. Complete Police Department reports and forms. Verify the identity of walk-in visitors to ensure security. Assist Police Officers in locating arrest warrants and send warrants to Officers who are detaining suspects. Perform additional functions as directed by supervisors.

**Essential Functions:**

**Field Incoming Phone Calls to Law Enforcement Center (50%):** Receive incoming calls from members of the public and respond to citizen requests for information. Utilizing knowledge of City of Greenville Police Department procedures, assist with civil, legal, and crime-related issues, and provide appropriate guidance. Within the parameters of Police Department policies and procedures, address citizen requests by providing information or connecting them to the appropriate resource.

**Complete Police Department Reports and Forms: (35%):** Complete forms and reports for incidents reported to the Greenville Police Department. This may include Victim Notification Forms, Criminal History Forms, Incident Reports, supplemental reports, and entry of missing persons' information into the NCIC database.

**Assist Walk-in Visitors to the Law Enforcement Center (10%):** Greet visitors to the Law Enforcement Center. Verify identity of visitors for the purpose of ensuring building and personnel security. Provide information regarding civil, legal, and crime-related issues and processes. Provide directions. Assist the public in retrieving personal items from Property and Evidence. Ensure visitors are properly escorted throughout the LEC.

**Assist Officers in Warrant Location (5%):** Inquire on subject names in law enforcement databases and locate active warrants on file for patrol officers in the field. Send active warrants to officers who are detaining subjects and re-file warrants in the appropriate location if not needed by the officer.

Other duties and responsibilities as assigned.

## **Physical Demands**

**Overall Strength Demands:** Medium: Include exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.

**Physical Demands:** Continuously requires vision, hearing, and talking.—Frequently requires standing, reaching, climbing, fine dexterity, handling, walking, balancing, carrying, bending, sitting, crouching, kneeling, twisting, lifting, climbing, crawling, and pushing/pulling.

**Machines, Tools, Equipment, and Work Aids:** Equipment utilized includes a computer and related software, copier, fax machine, telephone, calculator, shotgun, and radio.

**Computer Equipment and Software:** Desktop computer, hardware and software

## **Working Conditions**

**Overall Working Conditions:** Satisfactory: Occasional exposure to unpleasant environmental conditions and/or hazards.

**Environmental Factors:** Daily exposure to noise and vibration. Seasonal exposure to respiratory hazards.

**Health and Safety:** Rare exposure to mechanical hazards and electrical hazards.

**Primary Work Location:** Office environment

**Protective Equipment Required:** None

## **Non-Physical Demands**

Frequently requires time pressures, handling emergency situations, frequent change of tasks, performing multiple tasks simultaneously, working closely with others as part of a team, and noisy/distracting environment. Occasionally requires tedious or exacting work.

## **Job Requirements**

**Formal Education:** High school diploma plus six months to one year of advanced study or training through the Criminal Justice Academy and at least five years' experience as a Class I officer with the Greenville Police Department.

**Experience:** Previous law enforcement experience required.

**Driver's License Required:** South Carolina Class D license.

**Certifications and Other Requirements:** Completion of SC Criminal Justice Academy.

## **Job Demands**

**Reading:** Intermediate Level: Ability to read papers, periodicals, journals, manuals, policies, dictionaries, thesauruses, and encyclopedias. Requires the ability to read policy and procedure manuals and code of laws.

**Math:** Basic Level: Ability to perform the four basic arithmetic operations (addition, subtraction, multiplication, division).

**Writing:** Intermediate Level: Ability to write reports and emails using proper format, punctuation, spelling, and grammar, using all parts of speech.

**Human Collaboration Skills:** Decisions regarding interpretation of existing policies may be made. Contacts may involve stressful, negative interactions requiring high levels of tact and the ability to respond to aggressive interpersonal interactions. Element of persuasion may be necessary to gain cooperation and acceptance of ideas. Work has a high impact of action.

**Management and Supervision:** Job has no responsibility for the direction or supervision of others.

**Technical Skill:** Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization. Advanced Application: Affects accuracy of multiple projects.

### **Freedom to Act and Impact of Action**

Receives General Direction. The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically. Work has a significant impact of action.

### **Disclaimer**

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.